ORIGINAL EX PARTE OR LATE FILED **BELLSOUTH**

REDACTED FOR PUBLIC INSPECTION

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ORIGINAL

March 14, 2002

WRITTEN EX PARTE

Mr. William Caton
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Mr. Caton:

The attachments to this letter are responses to questions that Common Carrier Bureau staff posed during a meeting with BellSouth representatives on February 27, 2002 related to issues discussed in BellSouth's application. Attachment 2 contains the record of payments BellSouth has made under the SEEMs plan for the period from July 2001 through December 2001. I am requesting confidential treatment for the attachments because they contain CLEC-specific information subject to the terms of the Protective Order issued in this docket on February 14, 2002.

In accordance with Commission rules, I am enclosing one original copy of this letter with the attachments, including the confidential data, labeled CONFIDENTIAL – NOT FOR PUBLIC INSPECTION. I am also enclosing two copies of this letter with the attachments from which those data have been redacted for public inspection. These copies are labeled REDACTED FOR PUBLIC INSPECTION Inquiries about access to the confidential material submitted with this letter should be directed to Laura Brennan, Kellogg, Huber, Hansen, Todd & Evans, 1615 M Street, N.W., Suite 400, Washington, D.C., 20036, 202.367.7821. Please call me if you have any questions about this filing.

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachments

cc: Renee Crittendon, Dennis Johnson, James Davis-Smith, Ian Dillner, Susan Pié, Daniel Shiman, Pam Megna, Aaron Goldberger

ATTACHMENT 1

QUESTION 1. Please provide an updated report on the Georgia Commission's Annual Review.

ANSWER

The GPSC is in the process of its annual review of its performance measurements and enforcement plan for BellSouth. The GPSC has conducted extensive workshops, to review each of the proposed changes to the measurements in detail. The workshops were held on October 17th and 18th, November 7th and 8th, and December 10th, 11th, and 12th, 2001. Additionally, follow-up conference calls were also held on January 9th and 23rd, 2002. The GPSC Staff has indicated that it will be releasing a draft revised SQM in March 2002, which will include the changes to which the parties have agreed as well as the Staff's preliminary proposal for resolution of those issues upon which the parties could not agree. Parties have agreed to file written comments in response to this draft SQM, after which the Staff will issue its recommendation to the Commission in April. It is BellSouth's understanding that the Commission's objective is to complete this proceeding by June 2002.

BellSouth and the CLECs disagreed on the proposed benchmarks for the measurements for *Reject Interval* and *FOC Timeliness* as well as the business rules for *Average Completion Interval (OCI)*. The table below includes the measures reviewed and a summary of the issues upon which the parties were unable to agree in the workshops and subsequent industry conference calls. Unless otherwise noted the parties were in general agreement with the definitions, exclusions, business rules, calculations, and levels of product disaggregation for the measurements.

Summary of Measurements

Measurements Reviewed in the Georgia Workshops	**Summary of Outstanding Substantive Issues***
1. OSS-1: Average Response Time and Response Interval (Pre-ordering / Ordering)	
2. OSS-2: Interface Availability (Pre-ordering / Ordering)	Parities in the workshop had extensive dialogue concerning this measurement and agreed to alter the existing measure. First, BellSouth agreed to calculate OSS availability based on the combined total number of hours per application/interface in the reporting period that application/interface components are

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
	available to users. Second, BellSouth agreed to expand the measure to include "functionality" outages, which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system that is available to the CLEC, but with significantly reduced response or processing time. These proposed modifications to the OSS-2 (as well as the OSS-3 measure) have been presented to the Commission Staff for its consideration.
3. OSS-3: Interface Availability (Maintenance & Repair)	See above
4. OSS-4: Response Interval (Maintenance & Repair)	
5. PO-1: Loop Makeup – Response Time - Manual	
6. PO-2: Loop Makeup – Response Time - Electronic	
7. O-1: Acknowledgement Message Timeliness	
8. O-2: Acknowledgement Message Completeness	
9. O-3: Percent Flow-Through Service Requests (Summary)	BellSouth and the CLECs disagree on the proposed benchmarks for this measure.
10. O-4: Percent Flow-Through Service Requests (Detail)	BellSouth and the CLECs disagree on the proposed benchmarks for this measure.
11. O-5: Flow-Through Error Analysis	
12. O-6: CLEC LSR Information	
13. O-7 Percent Rejected Service Requests	
14. O-8 Reject Interval	BellSouth and the CLECs disagree on the proposed benchmarks for this measure.
15. O-9 Firm Order Confirmation Interval	BellSouth and the CLECs disagree on the proposed benchmarks for this measure.
16. O-10 Service Inquiry with LST Firm Order Confirmation (FOC) Response Time Manual	BellSouth and the CLECs disagree on the proposed benchmarks for this measure.
17. O-11Firm Order Confirmation and Reject	BellSouth and the CLECs disagree on

Measurements Reviewed in the Georgia Workshops	**Summary of Outstanding Substantive Issues***
Response Completeness	the proposed benchmarks for this measure.
18. O-12 Speed of Answer in the Ordering Center	
19. P-1 Mean Held Order Interval & Distribution Intervals	
20. P-2A Jeopardy Notice Interval	
21. P-2B Percentage of Orders Given Jeopardy Notices	
22. P-3 Percent Missed Installation Appointments	The parties have agreed to separately report data for EELs, Line Sharing and Line Splitting. The retail analog for Line Sharing and Line Splitting is still an open issue.
23. P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution	The start time for the OCI measurement was discussed at length in the Georgia Workshops. BellSouth currently calculates the interval by measuring from the time a valid service order number is assigned by the Service Order Control System (SOCs) to when the technician or system completes the order in SOCs. The CLECs have proposed redefining OCI to measure the interval from when a CLEC sends its order to BellSouth to when the technician or system completes the order in SOCs, a proposal to which BellSouth does not object as long as the performance standards are set to reflect the combination of the ordering/FOC process and the provisioning process and that the enforcement mechanism is implemented in such a way that duplicate penalties, are not imposed. The current CLEC proposal for changes to OCI has been submitted to the GPSC staff for consideration. The parties have agreed to separately report data for EELs, Line Sharing and Line Splitting. The retail analog for Line Sharing and Line Splitting is

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
	still an open issue.
24. P-5 Average Completion Notice Interval	The parties have agreed to separately report data for EELs, Line Sharing and Line Splitting. The retail analog for Line Sharing and Line Splitting is still an open issue.
25. P-6 % Completions/Attempts without Notice or < 24 hours Notice	
26. P-7 Coordinated Customer Conversions Interval	
27. P-7A Coordinated Customer Conversions – Hot Cut Timeliness % Within Interval and Average Interval	These measurements for the Coordinated Customer Conversion process were discussed extensively during the Georgia workshops, and the CLECs proposed a number of changes, including changing the business rules to include CLEC acceptance testing in the provisioning interval and shortening the benchmark. BellSouth expressed willingness to agree to certain aspects of the CLECs' proposals, if the CLECs would agree to a longer provisioning interval for loops served by integrated digital loop carrier systems. The parties could not reach agreement on these issues, and the measurement is currently under consideration by the Georgia Commission staff.
28. P-7B Coordinated Customer Conversions – Average Recovery Time	
29. P-7C Hot Cut Conversions – % Provisioning Troubles Received Within 7 days of a completed Service Order	
30. P-8 Cooperative Acceptance Testing - % of xDSL Loops Successfully Passing Cooperative Testing	
31. P-9 % Provisioning Troubles within 30 days of Service Order Completion	
32. P-10 Total Service Order Cycle Time (TSOCT)	There is tentative agreement to eliminate this measurement since this interval is being captured by a combination of the FOC Timeliness Measurement, the Order Completion

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
	Measurement and the Average Completion Notice Interval Measurement.
33. P-11 Service Order Accuracy.	This measurement was discussed at length in the workshops and in the conference calls following the workshops. The outstanding issues include: what types of orders to measure (mechanized, partial mechanized, non mechanized), whether performance should be calculated based on review of all orders or a statistical sample, which fields should be graded for accuracy and what the product disaggregation for reporting should be for this measurement. BellSouth has proposed including this measurement as a part of the SEEM plan.
34. P-13 Average LNP Disconnect Timeliness.	BellSouth has proposed replacing P-13 with three new measurements. These are listed below. The Commission is evaluating this proposal.
35. M&R-1 Missed Repair Appointments	
36. M&R-2 Customer Trouble Report Rate	
37. M&R-3 Maintenance Average Duration	
38. M&R-4 Percent Repeat Troubles within 30 Days	
39. M&R-5 Out of Service (OOS) > 24 Hours	
40. M&R-6 Average Answer Time – Repair Centers	
41. M&R-7 Mean Time to Notify CLEC of Network Outages	
42. B-1 Invoice Accuracy	
43. B-2 Mean Time to Deliver Invoices	
44. B-3 Usage Data Delivery Accuracy	
45. B-4 Usage Data Delivery Completeness	Due to significant differences between the processes for retail and CLECs, a benchmark standard will replace the existing retail analog.
46. B-5 Usage Data Delivery Timeliness	Due to significant differences between the processes for retail and CLECs, a

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
	benchmark standard will replace the existing retail analog.
47. B-6 Mean Time to Deliver Usage	Due to significant differences between the processes for retail and CLECs, a benchmark standard will replace the existing retail analog.
48. B-7 Recurring Charge Completeness	
49. B-8 Non-Recurring Charge Completeness	
50. OS-1 Speed to Answer Performance / Average Speed to Answer – Toll	
51. OS-2 Speed to Answer Performance / Percent Answered with "X" Seconds – Toll	
52. DA-1 Speed to Answer Performance / Average Speed to Answer – Directory Assistance (DA)	
53. DA-2 Speed to Answer Performance / Percent answered within "X" Seconds – Directory Assistance (DA)	
54. D-1 Average Database Update Interval	
55. D-2 Percent Database Update Accuracy	
56. D-3 Percent NXXs and LRNs Loaded by the LERG Effective Date	
57. E-1 E911 Timeliness	
58. E-2 E911 Accuracy	
59. E-3 E911 Mean Interval	
60. TGP-1 Trunk Group Performance - Aggregate	In the Georgia workshop, BellSouth has proposed adding trunk groups 1 (BellSouth End Office to BellSouth Access Tandem), 10 (BellSouth End Office to BellSouth Local Tandem) and 16 (BellSouth Tandem to BellSouth Tandem) to the retail trunk group blocking reports. Because all three of these trunk groups are final trunk groups and therefore not subject to overflow arrangements, BellSouth pointed out that the addition of these trunk groups to the measurement would create a more "apples-to-apples" comparison of wholesale and retail blocking performance. During the workshop, AT&T was the only CLEC to express concern about

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
	BellSouth's proposal, although for reasons that were not entirely clear to BellSouth. The BellSouth proposal has been submitted to the GPSC Staff for its consideration.
61. TGP-2 Trunk Group Performance – CLEC Specific	See above
62. C-1 Collocation Average Response Time	
63. C-2 Collocation Average Arrangement Time	
64. C-3 Collocation Percent of Due Dates Missed	
65. CM-1 Timeliness of Change Management Notices	
66. CM-2 Change Management Notice Average Delay Days	
67. CM-3 Timeliness of Documents Associated with Change	
68. CM-4 Change Management Documentation Average Delay Days	
69. CM-5 Notification of CLEC Interface Outages	
70. BFR-1 Percentage of BFR/NBR Requests Processed Within 30 Business Days	
71. BFR-1 Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days	
New Measures (in Agreement) Proposed to be added to the SQM in the Workshops: 1. P-13b Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date 2. P-13c Percent Out of Service < 60 Minutes 3. P-13d (1) LNP – Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non Trigger) 4. P-13d (2) LNP – Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non Trigger) 5. P-15 Premature Disconnects - Loop Port Combos 6. B-9 Percent Daily Usage Feed Errors Corrected in X Business Days 7. B-10 Percent Billing Errors Corrected in X Days 8. CM-6 Percent Software Errors Corrected in X	P-15: In response to CLEC concerns about premature disconnects associated with the two-order process, BellSouth agreed voluntarily to place this measure in effect in Georgia until the single "C" process has been implemented. CM-6 – CM-8: As a result of the conference calls on January 9th and

Measurements Reviewed in the Georgia Workshops	Summary of Outstanding Substantive Issues*
(10,90,120) Business Days 9. CM-7 Percent Change Requests Accepted or Rejected Within 10 Days 10. CM-8 Percent Change Requests Rejected	23rd 2002, the parties reached general agreement on the proposed Change Management Measurements.
New Measures (Not in Agreement) Proposed to be added to the SQM in the Workshops: 1. O-16 Average Response Interval for Ordering Trouble Tickets	In the October workshop, the CLECs initially proposed a measure, "Ordering Trouble Ticket Responses in X Days" covering pre-ordering, ordering, and billing trouble ticket responses. The GPSC Staff directed BellSouth and the CLECs to conduct conference calls to develop agreement on the proposed measurement. The CLECs proposed a measurement "CLEC Ordering Trouble Responses in 48 Hours" to measure the timely response from a help desk or account team to problems with getting orders through the system. BellSouth proposed a measurement "Average Response Interval for Ordering Trouble Tickets" to measure the response intervals of the Electronic Communications (EC) Support Group for trouble reports on the following ordering systems: EC-TA, CSOTs, EDI, LENS, TAG, and PON/PF Reports. The parties could not reach agreement on these issues, and the proposals for the measurements have been submitted to the GPSC Staff for consideration.
LNP Measures Consolidated into Existing Measurements in the Workshop:	**LNP Disaggregation is shown in each Measurement**
1. O-13 LNP Percent Rejected Service Requests	O-7 Percent Rejected Service Requests
2. O-14 LNP Reject Interval Distribution & Average Reject Interval	O-8 Reject Interval

Measurements Reviewed in the Georgia Workshops	**Summary of Outstanding** **Substantive Issues***
3. O-15 LNP Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval	O-9 LNP Firm Order Confirmation Timeliness
4. P-12 LNP- Percent Missed Installation Appointments	P-3 Percent Missed Installation Appointments
5. P-14 LNP- Total Service Order Cycle Time (TSOCT)	There is tentative agreement to eliminate this measurement since this interval is being captured by a combination of the FOC Timeliness Measurement, the Order Completion Measurement and the Average Completion Notice Interval Measurement.
Total Measurements in Agreement	**72**
Total Measurements in Disagreement	**9**

*BellSouth believes there is general agreement on the substantive issues unless noted in the summary's right hand column.

ATTACHMENT 2

QUESTION 2. Please give an updated report on payments made pursuant to SEEMs in both GA and LA since the time reflected in first application

ANSWER

The following spreadsheet: ID_2422.xls contains the requested information about SEEMs payments made in both Georgia and Louisiana for the last six months of 2001.

Sum of SUM(B RMDY_UNIT_AMT)			FAIL_YR_MTH_NUM						
TIER_NUM	ST_CD	SUBM_DESC	200107	200108	200109	200110	200111	200112	Grand Total
1	GA	Percent Flow-Through Service Request (Detail) -UNE	$						
		Percent Flow-Through Service Request (Detail) -Residence	$						
		Order Completion Interval - POTS	$						
		Reject Interval (Mechanized only)	$						
		Firm Order Confirmation Timeliness and Reject Completeness	$						
		Billing Invoice Accuracy	$						
		Order Completion Interval - UNE Loops GA Order	$						
		Customer Trouble Report Rate - Design	$						
		Acknowledgement Timeliness (Electronically) - EDI							
		Customer Trouble Report Rate - UNE Loops GA Order	$						
		Trunk Group Performance CLEC Specific	$						
		Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	$						
		Customer Trouble Report Rate - UNE Line Sharing	$						
		Firm Order Confirmation Timeliness (Mechanized only)	$						
		Customer Trouble Report Rate - UNE XDSL	$						
		Percent Flow-Through Service Request (Detail) -Business	$						
		Customer Trouble Report Rate - POTS	$						
		Order Completion Interval - UNE Loop and Port Combos	$						
		Customer Trouble Report Rate - IC-Trunks	$						
		Customer Trouble Report Rate - UNE Loops and Port Combos	$						
		Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	$						
		Maintenance Average Duration - UNE Loops GA Order	$						
		Percent Missed Installation Appointments - UNE Loop and Port Combos	$						
		Percent Repeat Troubles within 30 days - UNE Loops GA Order	$						
		Acknowledgement Completeness	$						
		Order Completion Interval -UNE Line Sharing	$						
		Firm Order Confirmation Timeliness (Partially Mechanized)	$						
		Order Completion Interval - IC Trunks	$						
		Percent Flow-Through Service Request (Detail) -LNP	$						
		Percent Missed Repair Appointments - UNE Loops GA Order	$						
		Percent Missed Installation Appointments - UNE Loops GA Order	$						
		Percent Repeat Troubles within 30 Days - POTS	$						
		Maintenance Average Duration - POTS	$						
		Percent Provisioning Troubles within 30 Days - POTS	$						
		Maintenance Average Duration - UNE XDSL							
		Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos	$						
		Maintenance Average Duration - Design	$						
		Percent Provisioning Troubles within 30 Days - UNE Line Sharing							
		Percent Missed Installation Appointments - POTS	$						
		Maintenance Average Duration - UNE Loop and Port Combos	$						
		Percent Repeat Troubles within 30 Days - UNE Line Sharing	$						
		Order Completion Interval -UNE XDSL without Conditioning	$						
		Percent Missed Repair Appointments - UNE Loop and Port Combos	$						
		Percent Missed Repair Appointments - POTS	$						
		Percent Repeat Troubles within 30 Days - Design	$						
		Percent Missed Repair Appointments - UNE Line Sharing	$						
		Percent Repeat Troubles within 30 Days - UNE XDSL							
		Maintenance Average Duration - IC Trunks	$						
		Percent Provisioning Troubles within 30 days - IC-Trunks	$						
		Billing Invoice Timeliness (Mean Time to Deliver Invoices)	$						
		Percent Missed Repair Appointments - Design	$						
		Firm Order Confirmation Timeliness (TRUNKS)							
		Order Completion Interval - Design	$						
		Acknowledgement Completeness - EDI							
		Percent Missed Installation Appointments - IC-Trunks	$						
		Percent Missed Installation Appointments - Design							
		Percent Troubles in 7 days - Hot Cuts							
		Percent Repeat Troubles within 30 days - IC-Trunks							
		Percent Missed Installation Appointments - UNE Line Sharing							
		Firm Order Confirmation Timeliness (Non Mechanized)	$						
		Percent Missed Repair Appointments - IC-Trunks							
		Percent Provisioning Troubles within 30 Days - Design	$						
		Acknowledgement Completeness - TAG							
	GA Total		$						

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1	LA	Average Disconnect Timeliness Interval	$
		Order Completion Interval - UNE Loops GA Order	$
		Customer Trouble Report Rate - UNE Loops GA Order	$
		Customer Trouble Report Rate - UNE Line Sharing	$
		Customer Trouble Report Rate - UNE Loops and Port Combos	
		Customer Trouble Report Rate - UNE XDSL	$
		Order Completion Interval - UNE Loop and Port Combos	$
		Reject Interval (Mechanized only)	$
		Percent Repeat Troubles within 30 days - UNE Loops GA Order	$
		Average Completion Notice Interval - UNE Loops	
		Maintenance Average Duration - UNE Loops GA Order	$
		Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	$
		Order Completion Interval -UNE Line Sharing	$
		Customer Trouble Report Rate - POTS	$
		Order Completion Interval -UNE XDSL without Conditioning	$
		Order Completion Interval - POTS	
		Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	
		Percent Missed Installation Appointments - UNE Loops GA Order	$
		Trunk Group Performance CLEC Specific	$
		Percent Missed Repair Appointments - UNE Loop and Port Combos	
		Customer Trouble Report Rate - Design	$
		Firm Order Confirmation Timeliness (Mechanized only)	$
		Percent Missed Installation Appointments - UNE Loop and Port Combos	$
		Maintenance Average Duration - POTS	$
		Average Completion Notice Interval - UNE Loop and Port Combos	
		Percent Missed Installation Appointments - POTS	$
		Average Completion Notice Interval - POTS	
		Customer Trouble Report Rate - IC-Trunks	$
		Percent Provisioning Troubles within 30 Days - UNE Line Sharing	
		Percent Repeat Troubles within 30 Days - UNE Line Sharing	$
		Percent Repeat Troubles within 30 Days - Design	$
		Percent Repeat Troubles within 30 Days - POTS	$
		Percent Missed Repair Appointments - UNE Loops GA Order	$
		Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos	$
		Maintenance Average Duration - UNE XDSL	
		Percent Missed Repair Appointments - POTS	$
		Percent Provisioning Troubles within 30 Days - POTS	$
		Maintenance Average Duration - Design	$
		Percent Missed Installation Appointments - LNP	
		Percent Repeat Troubles within 30 Days - UNE XDSL	
		Firm Order Confirmation Timeliness (Partially Mechanized)	
		Maintenance Average Duration - IC Trunks	$
		Percent Missed Repair Appointments - Design	$
		Percent Missed Repair Appointments - UNE Line Sharing	$
		Order Completion Interval - IC Trunks	$
		Maintenance Average Duration - UNE Loop and Port Combos	
		Percent Missed Installation Appointments - Design	$
		Percent Repeat Troubles within 30 days - IC-Trunks	
		Order Completion Interval - Design	
	LA Total		$
1 Total			$
2	GA	Percent Flow-Through Service Request (Detail) -UNE	$
		Percent Response Received within X seconds	$
		Percent Flow-Through Service Request (Detail) -Residence	$
		Reject Interval (Mechanized only)	$
		Order Completion Interval - UNE Loops GA Order	$
		Customer Trouble Report Rate - UNE XDSL	$
		Percent Flow-Through Service Request (Detail) -Business	$
		Customer Trouble Report Rate - UNE Line Sharing	
		Acknowledgement Completeness	$
		Customer Trouble Report Rate - Design	$
		Percent Missed Repair Appointments - UNE Line Sharing	
		Percent Repeat Troubles within 30 Days - UNE Line Sharing	
		Order Completion Interval - IC Trunks	
		Percent Provisioning Troubles within 30 Days - UNE Line Sharing	
		Order Completion Interval -UNE XDSL without Conditioning	
		Percent Missed Repair Appointments - Design	
		Timeliness of Documents Associated with Change	$
		Acknowledgement Completeness - TAG	
		Acknowledgement Completeness - EDI	

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2	GA Total		$
	LA	Average Disconnect Timeliness Interval	
		Order Completion Interval - UNE Loops GA Order	
		Customer Trouble Report Rate - UNE Line Sharing	
		Order Completion Interval -UNE XDSL without Conditioning	
		Average Completion Notice Interval - UNE Loops	
		Percent Flow-Through Service Request (Detail) -Residence	
		Percent Flow-Through Service Request (Detail) -Business	
		Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	
		Reject Interval (Mechanized only)	
		Percent Provisioning Troubles within 30 Days - UNE Line Sharing	
		Percent Flow-Through Service Request (Detail) -UNE	
	LA Total		
2 Total			$
Grand Total			$

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ATTACHMENT 3

QUESTION 3: Please provide an update on the Georgia "winback" proceeding.

ANSWER

Attached is the Georgia Public Service Commission (GPSC) staff letter that outlines how the GPSC plans to proceed with the Win Back proceeding. Since the time this letter was sent, there have been several developments.

1. The Georgia Public Service Commission staff has directed the industry to develop an industry-wide marketing code of conduct first, after which an operational code of conduct will be developed focusing on such issues as LEC-to-LEC migration and carrier mass migrations. This direction came at the first industry meeting in early February.

2. The industry has held two meetings to discuss a marketing code of conduct, and follow up conversations have been held between Bennett Ross of BellSouth and Newton Galloway, an attorney who has been designated by the CLEC Coalition as its primary spokesperson.

3. The parties will be filing the industry-wide marketing code of conduct later this month. (See attached March 6, 2002 letter from Newton Galloway to the GPSC). There are a number of provisions upon which all parties have agreed, but several that are still in dispute, which the Georgia Commission will have to resolve. After the marketing code of conduct has been finalized, the industry will move to the operational code of conduct.

Department of Law
State of Georgia

THURBERT E. BAKER
ATTORNEY GENERAL

40 CAPITOL SQUARE SW
ATLANTA, GA 30334-1300

Writer's Direct Dial:
404-657-2204
Fax 404-656-0677

January 10, 2002

Reece McAlister
Executive Secretary
Georgia Public Service Commission
47 Trinity Ave.
Atlanta, Georgia 30334

RE: Investigation of BellSouth Telecommunications, Inc. "Win Back" Activities; Docket No. 14232-U

Dear Mr. McAlister:

On October 3, 2001, the Georgia Public Service Commission ("Commission") held oral argument in the above-styled docket. The Commission Staff ("Staff") has reviewed the oral and written comments filed by the parties to this proceeding. The Staff has determined that the most effective code of conduct would be one that applies to all parties, does not discourage fair competition and provides for penalties for violations.

During the oral argument, Commissioner Burgess encouraged members of the industry to come together in arriving at a fair and effective code of conduct. The Staff asks that participants meet to develop a code of conduct that complies with the aforementioned general criteria. This additional input is in the best interests of all parties involved. The Staff plans to attend any meetings held by the industry, and reserves its right to recommend to the Commission any modifications to the code of conduct arrived at by the industry.

The parties should file with the Commission the proposed code of conduct by February 25, 2002. If the industry does not file a proposed code of conduct by that date, then the Staff will offer its own recommendation without the additional input. Thank you for your attention to this matter.

Sincerely,

Daniel S. Walsh

cc: All Commissioners
All parties of record

SMITH, GALLOWAY, LYNDALL & FUCHS, LLP

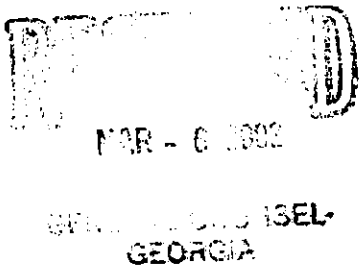
ATTORNEYS AT LAW

SUITE 400 FIRST UNION TOWER • 100 SOUTH HILL STREET • GRIFFIN, GEORGIA 30224 • (770) 233-6230 • FACSIMILE (770) 233-6231

PHILIP J. SMITH
NEWTON M. GALLOWAY
TERRI M. LYNDALL
DEAN R. FUCHS

BY NEXT DAY MAIL

March 6, 2002



Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, First Floor
Atlanta, Georgia 30334

Re: Investigation of BellSouth Telecommunications, Inc.'s "Winback" Activities;
Docket No.: 14232-U

Dear Mr. McAlister:

Since the parties' last report to the Commission in the above docket (by letter of February 25, 2002 from Mr. Bennett Ross), work has continued to progress on the development of a marketing code of conduct. However, scheduling conflicts will not allow work to be completed by March 8, 2002. With the consent of Mr. Ross, I respectfully request that the parties be allowed to submit the proposed code on or before Monday, March 18, 2002.

I appreciate your cooperation and assistance in this matter. Should you have any questions, please do not hesitate to contact me.

Sincerely,

SMITH, GALLOWAY, LYNDALL & FUCHS, LLP

Newton M. Galloway

NMG/alf

cc: Mr. Leon Bowles
All Parties of Record

ATTACHMENT 4

QUESTION 4. In KPMG's February 2, 2002 letter to Dorothy Attwood, on pages 7-8, KPMG notes under the subject heading "Other Matters" that it had discovered that it had not correctly stated some of the facts in a previous letter. In particular, it noted that BellSouth had represented to KPMG that a single database (RSAG) is used by BellSouth to provide address information to Pre-Order Queries and validate addresses, except in certain circumstances. BellSouth, it goes on to say, attributed these errors to the "out of process" manner in which the Test Bed was created. KPMG concluded that due to the blind nature of transaction testing, it could not confirm or refute BellSouth's assertions regarding the single database and the source of the address errors. Staff would like an "English language" version of what their conclusions are.

ANSWER

During the development of the test bed to support the Georgia third party test, address validation errors were encountered. Specifically, during the functional re-test, problems occurred because new addresses required for multiple re-tests were not loaded into the Regional Street Address Guide (RSAG) database at a "location" (floor and room) level. Five existing central office addresses and three end user customer addresses were used as basic addresses with fictitious floor and room numbers serving as "locations."

One of the indicators used to validate an address down to a living unit level is an internal field Former Customer Number (FCN). This field indicates if telephone service has ever been provided at the specific address queried by the CLEC. This indicator was not populated initially in the RSAG database and result in an address error. When the FCN field was populated, the error condition was resolved.

The other address validation error that resulted from establishing fictitious test bed addresses was the result of the location information being purged from the RSAG database. This issue also arose during the latter part of the re-test period. This purge occurred during routine RSAG database clean-up activities. Once the test bed management team learned that test addresses had been inadvertently deleted, all addresses were re-loaded within two to three days. When the RSAG database was updated, the error condition was corrected. The RSAG maintenance group was advised to retain these addresses until notified by the test bed management team that they could be deleted from the database.

Once the RSAG database was updated, KPMG was able to resume their re-test efforts and could observe that the actions taken satisfactorily resolved the address validation problems.

ATTACHMENT 5